

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

FEB 19 2004  
TRADEMARKS  
S-105

# FEE TRANSMITTAL for FY 2004

Effective 01/01/2003. Patent fees are subject to annual revision.

<input checked="" type="checkbox"/>	Applicant claims small entity status. See 37 CFR 1.27
-------------------------------------	--

TOTAL AMOUNT OF PAYMENT (\$ 1345.00)

Complete if Known	
Application Number	10/056,411
Filing Date	25 January 2002
First Named Inventor	Terry S. Ryan
Examiner Name	Chan, Wing
Art Unit	2643
Attorney Docket No.	00-1718.03

## METHOD OF PAYMENT (check all that apply)

 Check     Credit Card     Money Order     Other     None

 Deposit Account

 Deposit Account Number  
50-0686

Lanier Ford Shaver &amp; Payne P.C.

The Commissioner is authorized to: (check all that apply)

- Charge fee(s) indicated below     Credit any overpayments  
 Charge any additional fee(s) during the pendency of this application  
 Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.

## FEE CALCULATION

## 1. BASIC FILING FEE

Large Entity	Small Entity	Fee Description	Fee Paid
Fee Code (\$)	Fee Code (\$)		
1001 770	2001 385	Utility filing fee	
1002 340	2002 170	Design filing fee	
1003 530	2003 265	Plant filing fee	
1004 770	2004 385	Reissue filing fee	
1005 160	2005 80	Provisional filing fee	

## SUBTOTAL (1) (\$)

## 2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE

Total Claims	Independent Claims	Extra Claims	Fee from below	Fee Paid
		-20** =	X	
		-3** =	X	

Multiple Dependent

Large Entity	Small Entity	Fee Description	Fee Paid
Fee Code (\$)	Fee Code (\$)		
1202 18	2202 9	Claims in excess of 20	
1201 88	2201 43	Independent claims in excess of 3	
1203 290	2203 145	Multiple dependent claim, if not paid	
1204 88	2204 43	**Reissue independent claims over original patent	
1205 18	2205 9	**Reissue claims in excess of 20 and over original patent	

## SUBTOTAL (2) (\$)

\*\* or number previously paid, if greater; For Reissues, see above

## FEE CALCULATION (continued)

## 3. ADDITIONAL FEES

Large Entity	Small Entity	Fee Description	Fee Paid
Fee Code (\$)	Fee Code (\$)		
1051 130	2051 65	Surcharge - late filing fee or oath	
1052 50	2052 25	Surcharge - late provisional filing fee or cover sheet	
1053 130	1053 130	Non-English specification	
1812 2,520	1812 2,520	For filing a request for ex parte reexamination	
1804 920*	1804 920*	Requesting publication of SIR prior to Examiner action	
1805 1,840*	1805 1,840*	Requesting publication of SIR after Examiner action	
1251 110	2251 55	Extension for reply within first month	
1252 420	2252 210	Extension for reply within second month	
1253 950	2253 475	Extension for reply within third month	
1254 1,480	2254 740	Extension for reply within fourth month	
1265 2,010	2265 1,005	Extension for reply within fifth month	
1401 330	2401 165	Notice of Appeal	
1402 330	2402 165	Filing a brief in support of an appeal	
1403 290	2403 145	Request for oral hearing	
1451 1,510	1451 1,510	Petition to Institute a public use proceeding	
1452 110	2452 65	Petition to revive - unavoidable	
1453 1,330	2453 665	Petition to revive - unintentional	
1501 1,330	2501 665	Utility issue fee (or reissue)	1330
1502 480	2502 240	Design Issue fee	
1503 640	2503 320	Plant Issue fee	
1460 130	1460 130	Petitions to the Commissioner	
1807 50	1807 50	Processing fee under 37 CFR 1.17(q)	
1808 180	1808 180	Submission of Information Disclosure Stmt	
8021 40	8021 40	Recording each patent assignment per property (times number of properties)	
1809 770	2809 385	Filing a submission after final rejection (37 CFR § 1.128(a))	
1810 770	2810 385	For each additional invention to be examined (37 CFR § 1.129(b))	
1801 770	2801 385	Request for Continued Examination (RCE)	
1802 900	1802 900	Request for expedited examination of a design application	
Other fee (specify)	additional patent copies (5)		15
Reduced by Basic Filing Fee Paid		SUBTOTAL (3) (\$)	1345

SUBMITTED BY		Complete if applicable		
Name (Print/Type)	CHARLES R. DUCKER	Registration No. (Attorney/Agent)	46542	Telephone (256) 535-1100
Signature	Charles R. Ducker	Date		4/15/04

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

Express Mail Label No.



GR  
#11 LV

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:  
Ryan et al., Terry S.

Examiner: CHAN, Wing

Serial No.: 10/056,411

Art Unit: 2643

Filed: 25 JANUARY 2002

For: SYSTEM AND METHOD FOR  
SUPPORTING MULTIPLE CALL  
CENTERS

**TRANSMITTAL LETTER TO OFFICAL DRAFTSMAN**

Mail Stop Issue Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Honorable Commissioner:

Enclosed please find formal drawings and an issue fee payment of \$1345.00 pursuant to Notice of Allowance mailed March 19, 2004. Additionally, please find a Fee(s) Transmittal form and a return receipt postcard.

The payment of \$1345.00 is for

- 1) Large entity issue fee of \$1330.00; and
- 2) Five (5) additional copies of the patent.

Respectfully submitted,

April 15, 2004

Date

Anita S. Damian

Anita S. Damian  
Reg. No. 46,056

LANIER FORD SHAVER & PAYNE P.C.  
Customer Number 021491  
P.O. Box 2087  
Huntsville, Alabama 35804-2087  
Phone: (256) 535-1100  
Fax: (256) 533-9322

**Certificate of Mailing under 37 C.F.R. § 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first-class mail in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on April 15, 2004.

Anita S. Damian

Signature

Anita S. Damian  
Printed Name of Person Signing Certificate